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ABSTRACT

INTERFACE MEANS BETWEEN A NETWORK SWITCH AND A CTI SERVER
MEANS AND APPARATUS FOR PROVIDING A SERVICE TO A CUSTOMER
INCLUDING SUCH AN INTERFACE MEANS

An interface means between a network switch and a CTI server means is adapted to communicate between a service switching function device having a service switching functionality within said network switch and said CTI server means. Such an interface means is as well part of an apparatus for providing a service to at least one customer. This apparatus includes a network switch, of which a service switching function device is coupled via an interface means of the present invention to a CTI server means, which is further coupled via an application programming interface to executable means for executing the service.